

## USPS Report on PRC Rate and Service Inquiries for June 2011

The Postal Regulatory Commission referred 52 inquiries to the Postal Service in June. Customers received responses on average within 7 days.

Inquiries covered various topics that fell into three main categories:

- Delivery services (39) – i.e., the time of delivery, forwarding, and method of delivery.
- Customer services (9) – i.e., hours of service, availability of retail products, and product tracking.
- Policies/procedures (4) – i.e., general information, obtaining refunds or exchanging postage, and suggestions.

While many of the inquiries were customer specific, the following topics are being highlighted for their possible interest to a larger audience.

**Post Office on Wheels** – Today customers have a wide range of quick, easy and convenient ways to purchase postage stamps. Customers can buy online, by telephone, by fax, or by filling out a Stamps by Mail order form available from letter carriers and Post Offices. Stamps can also be obtained from a rural carrier, if the customer resides on a rural delivery route. Rural carriers operate a Post Office on Wheels and in addition to selling stamps; rural carriers can accept letters and packages requiring postage for mailing. This includes Parcel Post, Priority Mail and Express Mail. The following add-on services are also available, collect on delivery (COD), registered, certified and insured mail. Payment for stamps and services from a Post Office on Wheels can be made in cash or by check payable to Postmaster, similar to paying fees in a Post Office. Rural carriers can also sell money orders, after filing PS Form 6387 - Rural Money Order Transaction Application on behalf of the customer. This is the only Post Office on Wheels service that requires cash payment at the time of application. Please visit the Postal website at <http://faq.usps.com> for more information.

**Can Parcels be Left With Apartment Complex Management Office** – There are some types of mail that can be delivered to an address without a signature, and/or when the recipient is not present, when the postal carrier believes it can be left securely. A representative from the apartment complex management office can sign for and accept mail sent to a resident under some conditions. These mail pieces are normally non-accountable letter and parcel packages that do not fit into the customers' mail receptacle. Occasionally accountable mail scheduled for delivery can also be left if the mail piece is not stated as Restricted Delivery. Registered, Certified and Insured Mail items sent to a person who resides in an apartment community are delivered to the persons designated by the management of the apartment complex in a written agreement with the Postal Service (Form 3801-A). However, if the mail piece is restricted delivery, it will not be delivered to the designated representative of the apartment complex, unless the recipient has authorized that person in writing to receive restricted-delivery mail. For more information regarding mail being left at the leasing or management office of apartment style residence please visit the Postal website at <http://faq.usps.com> for more information.